How to Update Personal Information in KOG to Synchronize with KY MPPA

In this document, users will learn how to access, update, and synchronize KOG information with the KY MPPA application.

Overview

Occasionally, KY MPPA users will need to make changes to their personal information in their KOG account. In order to update information such as email address, phone number, name, or home address, the user must make the change in the Kentucky Online Gateway account and have it synchronize with KY MPPA. (See Figure 1)
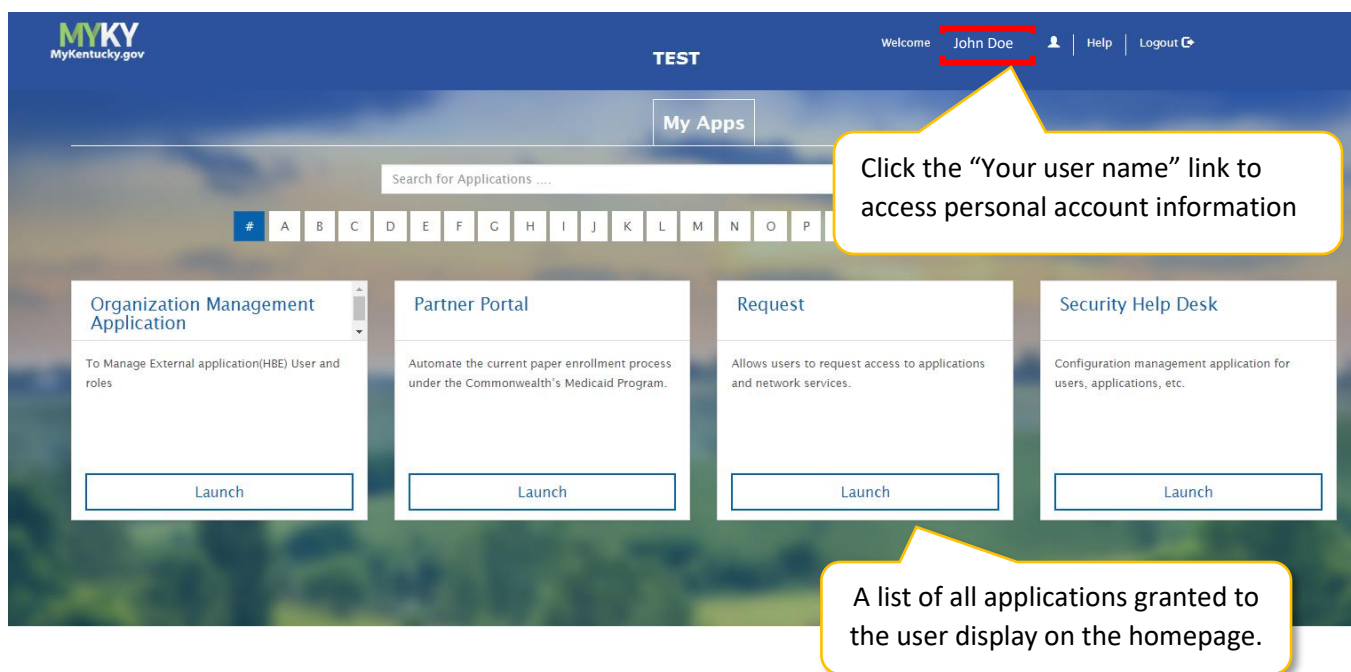

Click the "Your user name" link to access personal account information

A list of all applications granted to the user display on the homepage.

Figure 1: KOG Home Page

KOG Account Homepage

1. From the **KOG Homepage**, click the "**Your user name**" link to access account information. This directs the user to the "**Account Home**" screen.
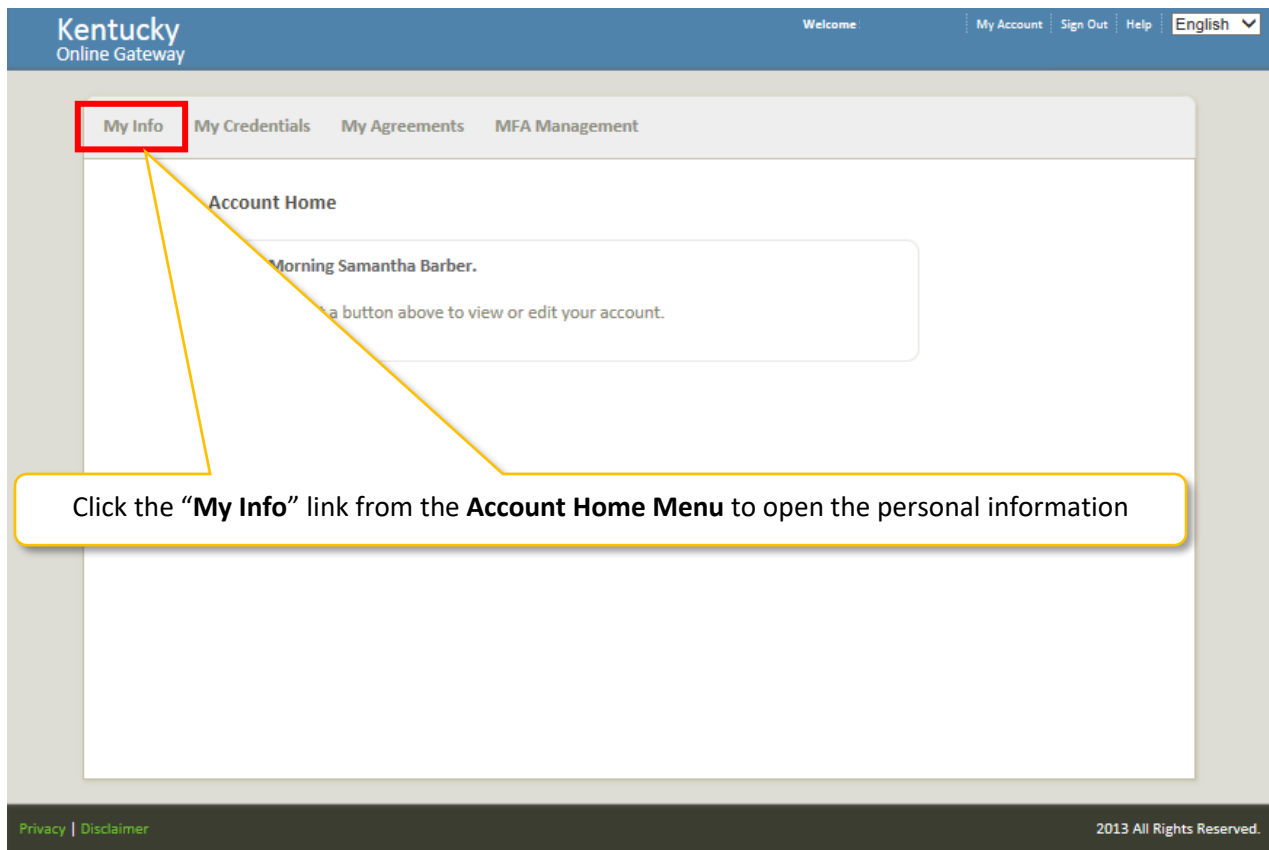
Figure 2: KOG Account Homepage – Menu

2. On the **Account Home** screen, click the "**My Info**" link to access the account information screen.

3. This link will direct user to the **My Information** screen after entering security verification information. (*See Figure 4*)

NOTE: *Users will need to use the **VIP Token** to gain access to the **My Info** screen to make changes on their account. (See Figure 3)*

NOTE: *The direct link to the KOG Homepage is https://kog.chfs.ky.gov/home/.*
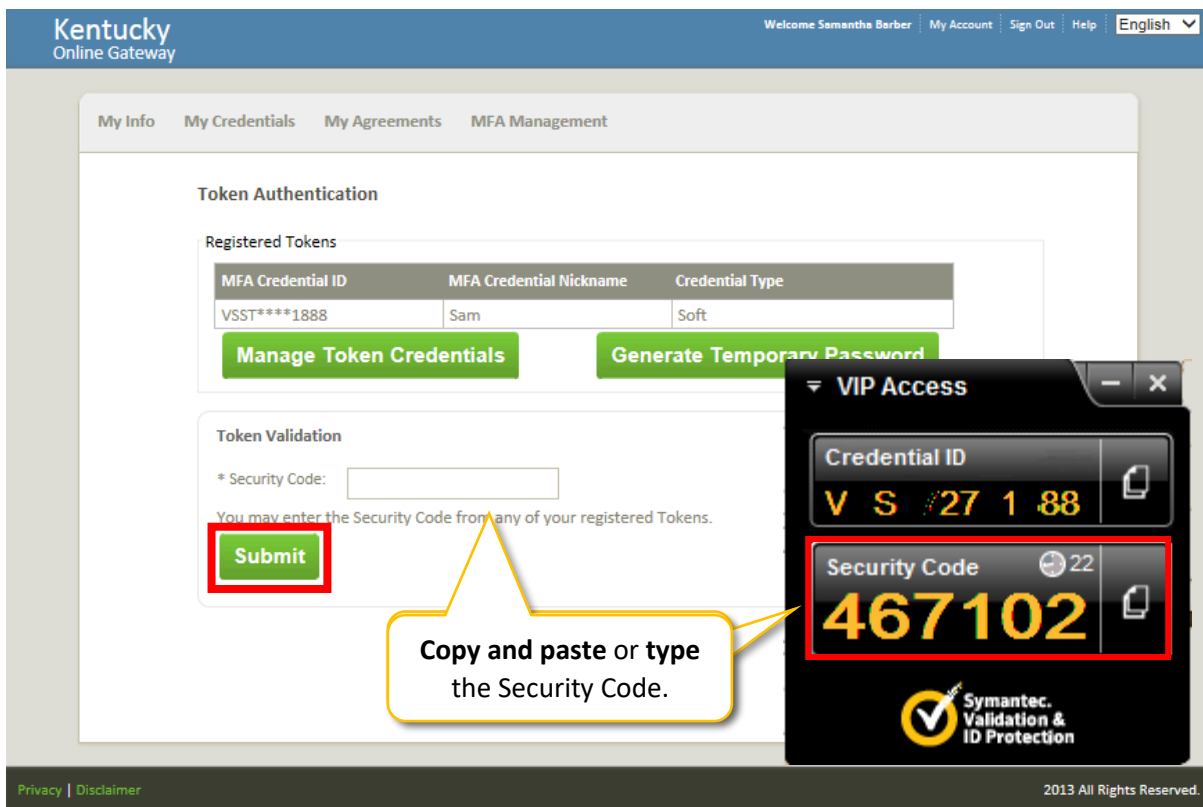
Figure 3: VIP Access Token

Enter VIP Token Security Code

4. Before users are able to make edits to personal information, users are first required to enter the VIP Token Security Code.

5. Click the "**Submit**" button, which directs users to the **My Information** screen.

Figure 4: My Information Screen

My Information Screen

6. Users can update their information on the "**My Information**" screen.

7. Click "**Save**" to save the updates.

NOTE: *The next time the user logs in the changes are **synchronized with KY MPPA.***